



JOB POSTING

Peer Supporter – Welcome Basket and Transitions Support Program (hospital to community transitional supports)

1 Full-Time Position Available

*Please note this position will require travel throughout York Region. A valid driver's license, insurance and access to a reliable vehicle is required.

Introduction to Krasman Centre

Incorporated in 1998, Krasman Centre is a community based mental health and addiction Consumer/Survivor Initiative serving York Region, north Toronto and South Simcoe County. All our staff and volunteers are individuals with direct lived experience, of mental health and/or substance use challenges and/or as family members/caregivers, in keeping with our Consumer/Survivor Initiative model. We offer a wide range of peer-support-based programs and services including:

- Peer Support Drop-In Centres
- 24/7 Warm Line and Peer Crisis Support Service
- Mobile Peer Support Outreach
- Family Support Program
- Peer Support training programs
- Peer Navigators embedded in hospital Emergency Departments
- Peer Supporters in Withdrawal Management Programs and RAAM clinics

More information about Krasman Centre can be found here: www.krasmancentre.com

Peer Support is a respectful relationship between the Peer Supporter and the individual that promotes empowerment, trust and mutuality and supports individuals to make changes and decisions to address their current level of distress and enhance their recovery and wellness. Peer Support uses recovery-oriented principles with individuals to help combat stigma, raise self-esteem, improve self-concept and instill hope. Peer Supporters have direct lived experience with mental health / substance use challenges, have gone through a process of recovery and have obtained peer support related training to assist others with similar lived experiences. For this Peer Support position, lived experience with being hospitalized or through the hospital system, is a strong asset. The Peer Supporter defines, models, and mentors recovery values, attitudes, beliefs, and personal actions in order to encourage wellness and resilience.

Activities of peer support promote self-directed recovery by emphasizing the person, rather than the identified mental health, substance use/addiction challenge.

Organizational Alignment:

This key position will support the following **Strategic Goals:**

- Sustainable Growth
- Operational Excellence
- Health Equity and Inclusion

Position Description:

The Peer Supporter with the Welcome Basket and Transitions Support Program, will be responsible for connecting with individuals transitioning from a clinical treatment setting (eg. mental health in-patient unit, or emergency department) back to a community based setting, on a short term basis. The purpose of their role will be to support individuals, and reduce isolation by offering a customized Welcome Basket, Peer Support, as well as support with navigating and connecting with community-based supports, as needed

Duties:

Welcome Basket and Transitional Support

- Connect and liaise with other service providers to raise awareness of the program and referral process.
- Program promotion in hospitals, agencies, online, and within community settings.
- Shop for and assemble/prepare welcome baskets and resources customized based on the expressed wishes of the individuals being supported (budget of \$100 per individual).
- Coordinate community-based visits (including home-based settings) to provide peer support connections with individuals and provide a Welcome Basket.
- Identify needs and collaborate with peers on supports to meet identified needs, with a goal to cope with the transition from hospital-based clinical treatment back into the community.
- Connect peers with additional and longer term supports. The connections can be a mix of internally, to other programs and opportunities within the Krasman Centre, and externally, to other service providers/ supports, and other resources in the community, based on their individual circumstances.
- Provide 3-6 follow-up visits for individuals connected to the program.

- Keep narrative reports on visits to track number of individuals supported, customized items provided in respective Welcome Baskets, and resources/referrals provided.
- Create and distribute participant feedback forms for program evaluation purposes
- Participate in public education, outreach functions and activities, and public relations / marketing opportunities, external committees to represent the Welcome Basket program as well as the organization as whole.
- Attend internal staff meetings and staff supervisions
- Participate in a minimum of one internal committee
- Other duties, as required/ assigned

Drop-in

- Work in partnership with all staff to help create and sustain a warm and supportive drop-in centre through the provision of direct service and participation in program delivery that encourage wellness. This also includes other activities such as purchasing program supplies, and cleaning and site maintenance related to ensuring the effective and safe operation of the site and programs. Peer Supporters will *not* provide counselling or case management services.
- Maintain appropriate and professional relationships with other staff, service users and community partners
- Orient participants to the Drop-in and the Peer Supporter role including an understanding of the non-clinical role and the optional nature of the support provided
- Provide Peer Support (in both 1:1 and group formats), that is harm-reduction based, trauma informed and culturally safe and affirming
- Work with the individual to enhance their social connectedness and personal support network
- Provide information on individual advocacy, self-help, recovery/wellness, crisis planning and prevention, empowerment tools as requested by the person
- Maintain appropriate and professional relationships and boundaries with other staff, program participants and community partners
- Build rapport and provide of basic needs support and harm reduction supplies as needed
- Facilitate appropriate community referrals
- Collaborate with individuals, promote self-advocacy and support individual to advocate for themselves
- Uphold the rights of participants to have their voice heard
- Engage in limited assessment, using the least harmful and non-stigmatizing language, and carryout in collaboration with the participant
- Function as a positive role model and practice good self-care.

- Build, maintain and strengthen working relationships with community service providers
- Complete documentation, including reports, and collect statistical data as required
- Complete and submit quarterly and yearly reports as required
- Practice and promote harm reduction and anti-racism, anti-oppression principles
- Attend internal staff meetings and staff training as required
- Maintain the confidentiality of all participant's and agency information at all times
- Participate in public education, outreach functions and activities and public relations / marketing opportunities as assigned
- Be available during non-traditional hours including some evenings, weekends and holidays.

Education Skills and Knowledge:

- Self-identify as an individual who has lived experience with mental health issues and/or homelessness, and/or addictions and/or is a family member/caregiver.
- Personal experience in recovery from a mental health and/or addiction challenge, and ability to draw upon wellness and recovery in providing intentional peer support
- Experience with hospital to community transitions is an asset
- Ability to engage in participant interactions, which negotiate complex boundaries of self-disclosure and appropriate working relationships.
- In-depth knowledge of recovery and peer support movements
- Ability to apply Recovery principles and empowerment-oriented philosophies and practices in work with participants
- Knowledge and skills in applying harm-reduction principles
- Knowledge and skills in providing support from an anti-racist, anti-oppression framework
- Knowledge and experience in providing trauma-informed peer support
- Ability to meet and engage people "where they are at"
- Understanding of issues of homelessness and hospital-community transitions
- Advocacy and peer support skills that are person-centered
- Extensive knowledge of local community mental health services and other resources, including formal and informal supports
- Experience working with a diverse population
- Proficiency in multiple languages is an asset
- Excellent Communication skills, able to successfully communicate with a range of individuals and groups
- Excellent networking and community building skills
- Excellent Planning and Organizational Skills
- Excellent objective decision-making and problem-solving skills, using rationale and logic
- An approachable person, able to make others feel at ease in their presence

- Able to work with others in a collaborative and constructive manner
- Able to work independently with minimal supervision as well as with a team

Other Attributes:

- Excellent communication skills, able to successfully communicate with a range of individuals and groups
- Excellent networking and community building skills
- Excellent planning and organizational skills
- Excellent objective decision-making skills, using rationale and logic
- An approachable person, able to make others feel at ease in their presence
- Able to work with others in a collaborative and constructive manner
- Able to reflect on the organizational strategy whilst delivering the operational requirements

Peer Support Values:

- Hope and recovery – acknowledging the power of hope and the positive impact that comes from a recovery approach.
- Self-determination – believing that each person intrinsically knows which path towards recovery is most suitable for them and their needs, noting that it is the peer's choice whether to become involved in a peer support relationship.
- Empathetic and equal relationships – noting that the peer support relationship and all involved can benefit from the reciprocity and better understanding that comes from a similar lived experience.
- Dignity, respect and social inclusion – acknowledging the intrinsic worth of all individuals, whatever their background, preferences or situation.
- Integrity, authenticity and trust – noting that confidentiality, reliability and ethical behaviour are honoured in each and every interaction.
- Health and wellness – acknowledging all aspects of a healthy and full life.
- Lifelong learning and personal growth – acknowledging the value of learning, changing and developing new perspectives for all individuals.

Occupational Health & Safety:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand and adhere to health and safety policies and procedures.

Physical requirements of the role include but are not limited to sitting, standing, walking, driving, light lifting. You will be required to deliver the Welcome Basket to participants in the community, walk with participants (when requested), navigate hospital corridors, and stand for presentations. These tasks may require you to exert up to 9.1 kg (20 lbs) of

force occasionally and/or up to 4.5 kg (10 lbs) and/or negligible amounts frequently. We want to ensure that you are fully aware of the physical demands of the role.

Equipment/ Machinery/ Tools:

Computer, cell phone provided by Krasman Centre.

Schedule/ Working Conditions:

- Full-time position starting as soon as possible
- 37.5 hours/week – some evenings, weekends, and holidays required. Specific days of work/schedule, TBD
- Salary Range: \$45,825 - \$46,800 per annum

Location:

In-person / on-site at Krasman Centre, Richmond Hill Drop-in location, 10121 Yonge Street (site may be subject to change within City of Richmond Hill). Travel to other locations throughout York Region, partner organizations, and other community settings will be needed. A valid driver's license, insurance and access to a reliable vehicle is required.

Please note:

- This position is conditional upon the candidate being in adherence with the current Covid-19 Vaccination policy of the Krasman Centre
- This opportunity is being posted internally and externally simultaneously. Preference will be given to internal applicants who meet the requirements of the position.

How to apply:

Email your resume and cover letter to [Wren w.braaten@krasmancentre.com](mailto:Wren.w.braaten@krasmancentre.com) and [Julie Julie.shand@krasmancentre.com](mailto:Julie.shand@krasmancentre.com). Your cover letter should include:

- How your experiences match the job requirements.
- What interests you in this role
- What specific skills you can bring to this role.

Please quote “**Welcome Basket and Transitions Support Program**” in Subject Line of your email

This posting will be **Open until filled**

While we sincerely appreciate all applications, only those candidates selected for interviews will be contacted.

Krasman Centre is a progressive work environment committed to employment equity and promoting diversity and inclusion in the workplace. Those who would contribute to the organization's further diversification are welcome to apply. These include, but are not limited to, persons with disabilities, Black, Indigenous, First Nations, Métis, and Inuit peoples, members of racialized communities, and 2SLGBTQIA+ persons. If you require assistance with the application process or wish to receive this posting in an alternate format, please contact us:

General email address: info@krasmancentre.com, Toll free phone #: 1-888-780-0724

Accommodations are available on request for candidates taking part in all aspects of the selection process as per the Ontario Human Rights Code.